



JOB DESCRIPTION

JOB TITLE

Assembler / Builder

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The Assembler / Builder is responsible for providing assembly of bicycles in a timely and accurate manner to support Global Bikes' mission, vision, and values in order to support top-line sales and customer satisfaction. This staff person will report to the Store Manager, take direction from sales / service staff, and will work in their primary store location but will be available as needed to support other locations, events, etc.

JOB DUTIES / RESPONSIBILITIES

The Assembler / Builder position will be paid per bike completed with the gross being divided by the predetermined hourly wage for a defined amount of hours to report each pay period. The following list is not all inclusive and the position will require working in a manner as required by business need. The ultimate goal of the position being to deliver effective execution of the variables related to providing a positive experience built upon quality products and qualified assembly work.

Service Excellence

- Deliver professional assembly work by meeting and maintaining approved build standards
- Ensure customer service excellence by meeting or exceeding customer expectations
- Maintain a high level of personal accountability for productivity and quality of results
- Manage the queue of assembly needs for reasonable and timely delivery to the customer
- Maintain and enhance product / technical knowledge by participating in vendor training (i.e. SBCU, S-Tec, etc.) and attending required training sessions
- Embrace all the brands and products we stock as well as adapt to changes in product offerings
- Collaborate with the Store Manager on being available to assist as needed including basic service repairs

Operational excellence

- Manage assembly demand and support daily service operations with a dedication to the completion of assignments and projects
- Ensure that proper safety practices are being followed
- Be aware of and follow all store policies and procedures as directed
- Maintain effective working relationship between sales department and service department
- Collaborate with Store Manager for ordering of supplies, parts and equipment

SKILLS & QUALIFICATIONS

The Assembler / Builder operates through a focus on performance and quality. In addition to the attributes listed, this position requires a drive for results and customer satisfaction. On a functional level, the Assembler / Builder will possess the following skills / attributes.

- Mechanically proficient in the areas of assembly and basic repairs
- Intrinsically motivated and flexible with the ability to work both independently and as a member of a team
- A contributor who thrives off achieving goals and supporting others
- Good interpersonal skills and communicator
- Organized and able to complete assigned tasks as directed